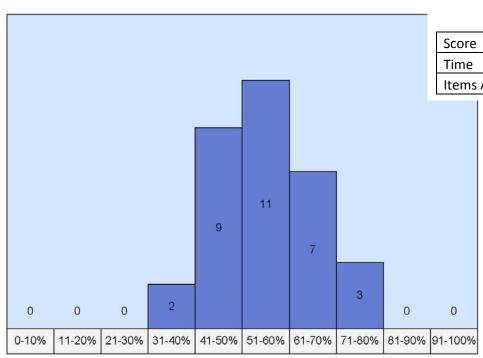


## 2013-14 State Results

## **Administrative Services**

## 32 Participants



	Min	Max	Mean
Score	32	72	54.78
Time	00:05:50	01:00:00	00:35:36
Items Answered	98	100	99.91

**Average Score: 54.8** 

**Cut Score: 65** 

Pass Percentage: 18.75%

Nevada Department of Education
Office of Career, Technical and Adult Educatior

## Assessment: Administrative Services Accumulated Results

1) 1.1.1 Use a template to create a business document  2) 1.1.2 Create tables, charts, and graphs to depict information  3) 1.1.3 Demonstrate appropriate formatting and design to create business documents (e.g., letters, emails, memos, reports, and proposals)  4) 1.1.4 Demonstrate competency in typing with a minimum est speed of 40 wpm  40.66  5) 1.1.5 Write, edit and review written work consistent with professional standards  6) 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochares, and flyers)  6) 1.1.0 Create various desktop publications (e.g., newsletters, certificates, brochares, and flyers)  6) 1.1.2 Demonstrate strate PROFICEINCY IN SPREADSHEET APPLICATIONS  6) 1.1.2 Cleareate formulas and use functions to solve a problem  2) 1.2.2 Utilize formatting and eliting to create a spreadsheet consistent with professional standards  3) 1.2.3 Create tables, charts, and graphs to depict information  4) 1.2.4 Demonstrate strating and filtering to create a spreadsheet consistent with professional standards  5) 1.2.5 Export data to other software applications to support claims and findings  5) 1.3.1 Utilize data to create tables  3) Performance Standard 1.3 -2 EMMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS  3) Applications and the subsection of the strategy of t	1) CONTENT STANDARD 1.0 : UTILIZE STANDARD OFFICE SOFTWARE APPLICATIONS	56.46%
2) 1.1.2 Create tables, charts, and graphs to depict information 3) 1.1.3 Demonstrate appropriate formatting and design to create business documents (e.g., letters, emails, memos, reports, and proposals) 4) 1.1.4 Demonstrate competency in typing with a minimum net speed of 40 wpm 40.6 5) 1.1.5 Write, edit and revise written work consistent with professional standards 6.2.5 6) 1.1.6 Create various desktop publications (e.g., newletters, certificates, brochares, and flyers) 53.1. 2) Performance Standard 1.2: DEMONSTRATE PROFICIENCY IN SPREADSHEET APPLICATIONS 61.1. 1) 1.2.1 Cenerate formulas and use functions to solve a problem 53.6 2) 1.2.2 Utilize formatting and editing to create a spreadsheet consistent with professional standards 62.5 3) 1.2.3 Create tables, charts, and graphs to depict information 62.5 3) 1.2.3 Create tables, charts, and graphs to depict information 63.1.2.5 Export data to other software applications to support claims and findings 63.6 3) Performance Standard 1.3: DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS 63.1.3.1 A strong the software applications to support claims and findings 63.6 3) Incomplete the software applications to support claims and findings 63.6 3) 1.3.3 Formulate reports utilizing data queries to convey meaningful information 63.1.3.4 Utilize filters to answer inquiries and create final reports 60.1.3.6 Use data to create mail merging with other software applications 60.1.3.6 Use data to create mail merging with other software applications 61.3.1 Performance Standard 1.4: DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE 61.3.1.3 Edit and revice collected data consistent with professional standards 61.3.6 Use data to create mail merging with other software applications 62.3 Incomplete the dependence of the software applications 63.3 Incomplete the dependence of the software applications 63.3 Incomplete the dependence of the software applications 64.3 Performance Standard 1.4: DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE 63.1.5 Explain usage of social media platforms 7		55%
3) 1.1.3 Demonstrate appropriate formatting and design to create business documents (e.g., letters, emails, memos, reports, and proposals)  50.04 4) 1.1.4 Demonstrate competency in typing with a minimum net speed of 40 wpm 5) 1.1.5 Write, edit and revise written work consistent with professional standards 6) 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brocheres, and flyers) 53.1.7 2) Performance Standard 1.2 i EDMONSTRATE PROFICE(ENCY IN SPEEADSHEET APPLICATIONS 61.10 1) 1.2.1 Generate formulas and use functions to solve a problem 53.6 2) 1.2.2 Utilize formating and editing to create a spreadsheet consistent with professional standards 62.5 3) 1.2.3 Create tables, charts, and graphs to depict information 90.6 3) 1.2.4 Demonstrate sorting and efficing data 50.0 51.2.5 Export data to other software applications to support claims and findings 51.2.5 Export data to other software applications to support claims and findings 63.7 Performance Standard 1.3: IDEMONSTRATE PROFICE(ENCY IN DATABASE APPLICATIONS 9.13.3 Formulate reports utilizing data queries to convey meaningful information 9.13.4 Utilize data to create tables 9.13.5 Edit and revise collected data consistent with professional standards 9.13.6 (1) 1.3.6 Use data to create mail merging with other software applications 9.14.8 Performance Standard 1.4 is IDEMONSTRATE PROFICE(ENCY IN PRESENTATION SOFTWARE 9.2.1.4.2 Demonstrate appropriate formatting and design of business presentations 9.1.4.3 Demonstrate appropriate formatting and devent professional standards 9.1.5.5 Explain usage of social media platforms 9.1.6.1.6.1.6.1.6.1.6.1.6.1.6.1.6.1.6.1.	1) 1.1.1 Use a template to create a business document	56.25%
4) 1.1.4 Demonstrate competency in typing with a minimum net speed of 40 wpm  5) 1.1.5 Write, edit and revise written work consistent with professional standards  6) 1.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers)  33.1.2  2) Performance Standard 1.2: DEMONSTRATE PROFICIENCY IN SPREADSHEET APPLICATIONS  61.16  1) 1.2.1 Generate formulas and use functions to solve a problem  54.66  2) 1.2.2 Utilize formatting and editing to create a spreadsheet consistent with professional standards  62.56  3) 1.2.3 Create tables, charts, and graphs to depict information  4) 1.2.4 Demonstrate sorting and filtering data  50.00  5) 1.2.5 Export data to other software applications to support claims and findings  3) Performance Standard 1.3: DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS  63.66  3) 1.3.3 Formulate reports utilizing data queries to convey meaningful information  21.88  4) 1.3.4 Utilize filters to answer inquiries and create final reports  11.8.7  5) 1.3.5 Edit and revise collected data consistent with professional standards  7) 1.8.6  6) 1.3.6 Use data to create table with professional standards  7) 1.8.7  5) 1.3.5 Edit and revise collected data consistent with professional standards  7) 1.8.7  6) 1.3.6 Use data to create mail merging with other software applications  4) Performance Standard 1.4: DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE  2) 1.4.2 Demonstrate appropriate formating and design of business presentations  4) Performance Standard 1.5: DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE  2) Performance Standard 1.5: DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA  3) 1.3.3 Implement an electronic file storage system  5) 1.5.5 Explain usage of social media plat forms  2) CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS  1) Performance Standard 2.1: PERFORM ACCOUNTING FUNCTIONS  1) 2.1.1 Discuss the steps of the accounting cycle  2) 2.1.2 Demonstrate the effects of transactions on the accounting equation  4.8.7  5) 2.1.5 Describe a variety of source d	2) 1.1.2 Create tables, charts, and graphs to depict information	93.75%
5) 1.1.5 Write, edit and revise written work consistent with professional standards 6) 1.1.6 Create various desktop publications (e.g., newbetters, certificates, brochures, and flyers) 53.1.7 2) Performance Standard 1.2: DEMONSTRATE PROFICIENCY IN SPREADSHEET APPLICATIONS 61.1e 1) 1.2.1 Generate formulas and use functions to solve a problem 54.6e 2) 1.2.2 Utilize formating and editing to create a spreadsheet consistent with professional standards 62.5. 3) 1.2.3 Create tables, charts, and graphs to depict information 50.06 4) 1.2.4 Demonstrates oxing and filtering data 50.00 5) 1.2.5 Export data to other software applications to support claims and findings 63.6f 3) Performance Standard 1.3: DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS 65.6. 3) Performance Standard 1.3: DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS 65.6. 3) 1.3.1 Utilize data to create tables 69.13.2 Utilize data to answer inquiries and create final reports 60.13.3 Utilize data to answer inquiries and create final reports 60.13.6 Use data to revise collected data consistent with professional standards 71.8s 6) 1.3.6 Use data to create mail merging with other software applications 71.8s 6) 1.3.6 Use data to create mail merging with other software applications 71.8s 71.8s 71.8s dati and revise presentation content consistent with professional standards 71.8s	3) 1.1.3 Demonstrate appropriate formatting and design to create business documents (e.g., letters, emails, memos, reports, and proposals)	50.00%
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5) 1.2.5 Export data to other software applications to support claims and findings  3) Performance Standard 1.3: DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS  3) 1.3.1 Utilize data to create tables  25.00  3) 1.3.3 Formulate reports utilizing data queries to convey meaningful information  21.83  4) 1.3.4 Utilize filters to answer inquiries and create final reports  5) 1.3.5 Edit and revise collected data consistent with professional standards  7) 1.81  6) 1.3.6 Use data to create mail merging with other software applications  4) Performance Standard 1.4: DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE  2) 1.4.2 Demonstrate appropriate formatting and design of business presentations  3) 1.4.3 Edit and revise presentation content consistent with professional standards  7) 1.83  6) 1.4.6 Demonstrate professional presentation skills  5) 1.5.5 Explain usage of social media platforms  5) 1.5.5 Explain usage of social media platforms  2) CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS  1) Performance Standard 2.1: PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION  44.88  1) 2.1.1 Discuss the steps of the accounting cycle  2) 1.4.2 Demonstrate the effects of transactions on the accounting equation  45.36  75. 2) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)  62.56  60. 2.1.6 Record transactions in journals  50. 2.1.1 Piperpare a worksheet  1) 2.1.1 Propar a worksheet  2) 1.2.1.1 Propare a worksheet  2) 1.2.1.2 Performance Standard 2.2: PERFORM ACCOUNTIS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND		90.62%
3) Performance Standard 1.3 : DEMONSTRATE PROFICIENCY IN DATABASE APPLICATIONS  1) 1.3.1 Utilize data to create tables  25.00  3) 1.3.3 Formulate reports utilizing data queries to convey meaningful information  21.83  4) 1.3.4 Utilize filters to answer inquiries and create final reports  5) 1.3.5 Edit and revise collected data consistent with professional standards  6) 1.3.6 Use data to create mail merging with other software applications  59.33  4) Performance Standard 1.4 : DEMONSTRATE PROFICIENCY IN PRESENTATION SOFTWARE  2) 1.4.2 Demonstrate appropriate formatting and design of business presentations  3) 1.4.3 Edit and revise presentation content consistent with professional standards  6) 1.4.6 Demonstrate appropriate formatting and design of business presentations  3) 1.4.3 Edit and revise presentation of content consistent with professional standards  6) 1.4.6 Demonstrate professional presentation skills  5) Performance Standard 1.5 : DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA  5) Performance Standard 1.5 : DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA  5) 1.5.5 Explain usage of social media platforms  2) CONTENT STANDARD 2.0 : UNDERSTAND ACCOUNTING FUNCTIONS  1) Performance Standard 2.1 : PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL. INFORMATION  44.88  1) 2.1.1 Discuss the steps of the accounting cycle  20.1.2 Demonstrate the effects of transactions on the accounting equation  50.2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)  60.2.1.6 Record transactions in journals  7) 2.1.7 Post journal entries to general ledger accounts  9) 2.1.9 Classify items as assess, liabilities, and owners equity  11) 2.1.11 Prepare a worksheet  2) Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND		50.00%
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6) 1.4.6 Demonstrate professional presentation skills 5) Performance Standard 1.5: DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA 3) 1.5.3 Implement an electronic file storage system 5) 1.5.5 Explain usage of social media platforms 78.1.2 2) CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS 1) Performance Standard 2.1: PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION 44.88 1) 2.1.1 Discuss the steps of the accounting cycle 2) 2.1.2 Demonstrate the effects of transactions on the accounting equation 65.66 3) 2.1.3 Prepare a chart of accounts 5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.) 6) 2.1.6 Record transactions in journals 7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 11) 2.1.11 Prepare a worksheet 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	2) 1.4.2 Demonstrate appropriate formatting and design of business presentations	84.38%
5) Performance Standard 1.5 : DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA  3) 1.5.3 Implement an electronic file storage system  5) 1.5.5 Explain usage of social media platforms  2) CONTENT STANDARD 2.0 : UNDERSTAND ACCOUNTING FUNCTIONS  1) Performance Standard 2.1 : PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION  1) 2.1.1 Discuss the steps of the accounting cycle  2) 2.1.2 Demonstrate the effects of transactions on the accounting equation  3) 2.1.3 Prepare a chart of accounts  5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)  6) 2.1.6 Record transactions in journals  7) 2.1.7 Post journal entries to general ledger accounts  9) 2.1.9 Classify items as assets, liabilities, and owners equity  11) 2.1.11 Prepare a worksheet  15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.)  28.17  29 Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	3) 1.4.3 Edit and revise presentation content consistent with professional standards	71.88%
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5) 1.5.5 Explain usage of social media platforms 78.12 2) CONTENT STANDARD 2.0: UNDERSTAND ACCOUNTING FUNCTIONS 42.22 1) Performance Standard 2.1: PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION 44.89 1) 2.1.1 Discuss the steps of the accounting cycle 2) 2.1.2 Demonstrate the effects of transactions on the accounting equation 65.66 3) 2.1.3 Prepare a chart of accounts 5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.) 6) 2.1.6 Record transactions in journals 7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 11) 2.1.11 Prepare a worksheet 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	5) Performance Standard 1.5: DEMONSTRATE PROFICIENCY IN TECHNOLOGY MEDIA	56.25%
2) CONTENT STANDARD 2.0 : UNDERSTAND ACCOUNTING FUNCTIONS  1) Performance Standard 2.1 : PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED FINANCIAL INFORMATION  44.89 1) 2.1.1 Discuss the steps of the accounting cycle 2) 2.1.2 Demonstrate the effects of transactions on the accounting equation 3) 2.1.3 Prepare a chart of accounts 5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.) 6) 2.1.6 Record transactions in journals 7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 50.00 11) 2.1.11 Prepare a worksheet 18.75 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 28.17 2) Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	3) 1.5.3 Implement an electronic file storage system	45.31%
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FINANCIAL INFORMATION  1) 2.1.1 Discuss the steps of the accounting cycle  2) 2.1.2 Demonstrate the effects of transactions on the accounting equation  55.62  3) 2.1.3 Prepare a chart of accounts  5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)  6) 2.1.6 Record transactions in journals  7) 2.1.7 Post journal entries to general ledger accounts  9) 2.1.9 Classify items as assets, liabilities, and owners equity  11) 2.1.11 Prepare a worksheet  15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.)  2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND		42.25%
1) 2.1.1 Discuss the steps of the accounting cycle 2) 2.1.2 Demonstrate the effects of transactions on the accounting equation 3) 2.1.3 Prepare a chart of accounts 5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.) 6) 2.1.6 Record transactions in journals 7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 11) 2.1.11 Prepare a worksheet 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	1) Performance Standard 2.1: PERFORM ACCOUNTING FUNCTIONS TO CLASSIFY, RECORD, AND SUMMARIZE DATA TO PRODUCE NEEDED	
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5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.) 6) 2.1.6 Record transactions in journals 7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 11) 2.1.11 Prepare a worksheet 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	2) 2.1.2 Demonstrate the effects of transactions on the accounting equation	65.62%
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7) 2.1.7 Post journal entries to general ledger accounts 9) 2.1.9 Classify items as assets, liabilities, and owners equity 50.00 11) 2.1.11 Prepare a worksheet 18.72 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	5) 2.1.5 Describe a variety of source documents (e.g., check receipt, memo, etc.)	62.50%
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11) 2.1.11 Prepare a worksheet 15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.) 2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	7) 2.1.7 Post journal entries to general ledger accounts	56.25%
15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.)  2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	9) 2.1.9 Classify items as assets, liabilities, and owners equity	50.00%
2) Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	11) 2.1.11 Prepare a worksheet	18.75%
2) Performance Standard 2.2 : PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	15) 2.1.15 Describe the use of financial statements (e.g., balance sheet, profit/loss, etc.)	28.12%
DISBURSEMENTS 46.88	2) Performance Standard 2.2: PERFORM ACCOUNTS PAYABLE AND ACCOUNTS RECEIVABLE FUNCTIONS TO RECORD PAYMENTS AND	
	DISBURSEMENTS	46.88%

2) 2.2.2 Prepare and post to an accounts payable and accounts receivable subsidiary ledger	46.88%
3) Performance Standard 2.3: MAINTAIN CASH CONTROLS TO TRACK CASH FLOW	34.38%
1) 2.3.1 Journalize/post entries to establish and replenish petty cash	46.88%
2) 2.3.2 Prepare bank reconciliation	31.25%
3) 2.3.3 Journalize/post entries related to banking activities	28.12%
4) 2.3.4 Explain cash control procedures (i.e., internal and external controls and cash clearing)	34.38%
4) Performance Standard 2.4 : COMPLETE PAYROLL PROCEDURES TO CALCULATE, RECORD, AND DISTRIBUTE PAYROLL EARNINGS	48.44%
1) 2.4.1 Calculate employee earnings (i.e., gross earnings, net pay)	56.25%
2) 2.4.2 Calculate employee- and employer-paid withholdings (i.e., federal, state, and other)	25.00%
5) Performance Standard 2.5: SELECT, UTILIZE, AND MAINTAIN APPROPRIATE SOFTWARE	38.54%
1) 2.5.1 Use integrated business software application packages (e.g., Microsoft Office, QuickBooks, Quicken)	43.75%
3) 2.5.3 Discuss the importance of maintaining records for software licenses	34.38%
4) 2.5.4 Utilize software applications to maintain ongoing financial records	37.50%
3) CONTENT STANDARD 3.0 : UNDERSTAND ETHICAL AND LEGAL ISSUES THAT IMPACT BUSINESS	65.23%
1) Performance Standard 3.1: UNDERSTAND THE ROLE OF LAW IN BUSINESS	62.5%
1) 3.1.1 Discuss the use of Generally Accepted Accounting Principles (GAAP)	53.12%
3) 3.1.3 Explain legal issues associated with information management	78.12%
4) 3.1.4 Describe methods used to protect copyrights, intellectual property and corporate property	56.25%
2) Performance Standard 3.2 : UNDERSTAND ETHICS IN BUSINESS	66.88%
1) 3.2.1 Explain ethical characteristics and traits	59.38%
2) 3.2.2 Discuss business ethics in the office environment	
,	53.12%
3) 3.2.3 Describe the importance of workplace confidentiality	87.50%
4) 3.2.4 Discuss and examine ethical usage of media content	81.25%
4) CONTENT STANDARD 4.0: UNDERSTAND THE IMPORTANCE OF POSITIVE CUSTOMER RELATIONS  1) P. G. Content Standard 4.1: FOSTER POSITIVE RELATIONSHIPS WITH CUSTOMERS TO ENHANCE COMPANY IMAGE.	70.14%
1) Performance Standard 4.1: FOSTER POSITIVE RELATIONSHIPS WITH CUSTOMERS TO ENHANCE COMPANY IMAGE	70.63%
1) 4.1.1 Explain the nature of positive customer relations	90.62%
3) 4.1.3 Reinforce service orientation through communication	96.88%
4) 4.1.4 Apply business policies to respond appropriately to customer inquiries	57.81%
5) 4.1.5 Explain the role of administrative services in customer relations	50.00%
2) Performance Standard 4.2: RESOLVE CONFLICTS WITH/FOR CUSTOMERS TO ENCOURAGE REPEAT BUSINESS	69.53%
1) 4.2.1 Discuss important steps in resolving conflict	53.12%
2) 4.2.2 Role play customer conflict scenarios	76.56%
3) 4.2.3 Formulate solutions to customer/client complaints	71.88%
5) CONTENT STANDARD 5.0 : UNDERSTAND THE ROLE OF HUMAN RESOURCES	55.31%
1) Performance Standard 5.1: EXPLAIN THE ROLE OF HUMAN RESOURCES IN BUSINESS OPERATIONS	31.25%
2) 5.1.2 Explain the role of ethics in human resources management	40.62%
4) 5.1.4 Prioritize tasks and projects of employees and management	21.88%
2) Performance Standard 5.2: UNDERSTAND THE HIRING AND TERMINATION PROCESS	64.06%
1) 5.2.1 Determine hiring needs based on budget boundaries	68.75%
3) 5.2.3 Practice interviewing job applicants	75.00%
6) 5.2.6 Explain state labor laws and regulations	50.00%
7) 5.2.7 Explain federal labor laws and regulations	62.50%
3) Performance Standard 5.3: EVALUATE PRACTICES TO MANAGE STAFF AND RESOLVE EMPLOYEE ISSUES	58.59%
4) 5.3.4 Role play resolution of employee complaints and grievances	62.50%

5) 5.3.5 Explain the role of policies/procedures to protect the privacy of human resources information	84.38%
6) 5.3.6 Identify coaching and training needs	43.75%
6) CONTENT STANDARD 6.0 : UNDERSTAND BUSINESS AND OFFICE OPERATIONS AND EXPLORE CAREERS	57.72%
1) Performance Standard 6.1: MANAGE DAILY OFFICE FUNCTIONS FOR A BUSINESS	54.86%
1) 6.1.1 Demonstrate effective management of office projects and meeting deadlines	81.25%
4) 6.1.4 Describe the importance of warehouse and inventory procedures	68.75%
5) 6.1.5 Investigate various alternatives for making travel arrangements	45.31%
7) 6.1.7 Plan and organize a meeting	39.06%
9) 6.1.9 Plan organization/department activities to support decision management	53.12%
10) 6.1.10 Develop and manage an electronic office calendar	68.75%
2) Performance Standard 6.2: UNDERSTAND HOW BUSINESSES ARE ORGANIZED	51.56%
2) 6.2.2 Describe the hierarchy of a business organization and the roles of key officers in an organization	34.38%
3) 6.2.3 Compare and contrast various types of management styles	68.75%
3) Performance Standard 6.3: UNDERSTAND PROPER USE OF OFFICE TOOLS AND EQUIPMENT	64.06%
1) 6.3.1 Compare and contrast the use of facsimile and scanned documents	73.44%
2) 6.3.2 Discuss copy machine usage and maintenance	28.12%
3) 6.3.3 Practice 10-Key by touch	87.50%
4) 6.3.4 Setup and install audio visual equipment	59.38%
6) 6.3.6 Describe web-based and video conferencing	62.50%